Job Position (Functional Title): Service Desk Engineer
Department: Information Technology
Location: Head Office – Karachi

Job Description

We are looking for a customer-focused and technically skilled **Service Desk Engineer** to provide first-level IT support to internal users across the bank. The ideal candidate will be responsible for handling incidents and service requests, troubleshooting hardware and software issues, managing user accounts, and ensuring timely resolution of IT-related problems while maintaining high service standard

Required Qualification, Experience, Certification/s, & Others:

- Bachelor's degree in Computer Science, Information Technology, or a related field.
- 2 years of hands-on experience in IT Service Desk, Help Desk, or Desktop Support.
- Good understanding of Windows operating systems, Microsoft Office 365, Active Directory, and basic networking concepts.
- Experience with IT Service Management (ITSM) tools and ticketing systems.
- Strong troubleshooting, communication, and customer service skills.
- Ability to prioritize tasks and work effectively in a fast-paced environment

Key Responsibilities:

- Provide first-level technical support to end users via phone, email, remote support, and in person.
- Log, categorize, prioritize, and resolve incidents and service requests using the bank's IT Service Management (ITSM) system.
- Install, configure, and troubleshoot desktop computers, laptops, printers, scanners, and other IT peripherals.
- Support users with Microsoft Windows, Microsoft Office 365, email, VPN, and other enterprise applications.
- Create, modify, and disable user accounts in Active Directory and other enterprise systems as per approved procedures.
- Escalate complex technical issues to second-level or specialized support teams and follow up until resolution.
- Maintain accurate documentation of incidents, resolutions, standard operating procedures (SOPs), and knowledge base articles.
- Assist in IT asset management, including inventory tracking, software installations, and equipment deployment.
- Ensure compliance with IT security policies, procedures, and information security standards.
- Support onboarding and offboarding activities by preparing and configuring user devices and accounts.
- Monitor service desk queues to ensure timely response and resolution within defined Service Level Agreements (SLAs).
- Participate in after-hours or on-call support, if required.

Preferences

- Experience in the banking or financial services industry will be preferred.
- Any related or IT Certifications: